



## GREETINGS FROM GERMANTOWN HOME

### Thank you for your interest in Germantown Home

Germantown Home is a 180-bed skilled nursing home offering top-notch clinical care along with access to innovating programming and supportive services, all within an environment that fosters personal growth and communal support.

Germantown Home, a proud member of the NewCourtland Community, offers a variety of social, educational, spiritual and therapeutic programming in order to create a warm, welcoming environment. Our Home is situated on 13.5 acres in the heart of historic Germantown and is part of the NewCourtland's flagship campus. Its model of affordable housing complemented with supportive services allows seniors to seamlessly transition from one level of care to the next as their needs change. The campus includes apartments designed for independent living, cottages for the memory-impaired and their caregivers, and and housing for seniors transitioning out of nursing homes and back into the community.

At NewCourtland, we value care continuity and help prepare those we serve for all of life's transitions.

If you have questions now or in the near future, please don't hesitate to contact me or a member of our team.

**We look forward to serving you.**

Sincerely,

Dameica Rockingham  
Nursing Home Administrator  
Germantown Home





## FINANCIAL DOCUMENTATION AND INSURANCE INFORMATION

NewCourtland Germantown Home accepts most major medical insurances, HMO's, private pay, and offers Medicare and Medicaid certified beds.

### INSURANCES ACCEPTED

- Traditional Medicare
- Medicare HMO (Managed Care):
  - Cigna HealthSpring
  - AETNA
  - Health Partners
  - Keystone 65
  - Personal Choice
  - Independence Blue Cross
  - United Health Care
- Medical Assistance:
  - PA Medicaid
  - PCA Respite for Medicaid
  - Medicaid HMO:
    - Americhoice, Health Partners,
    - Keystone Mercy
- Private Pay

### IF A MEDICAID GRANT IS REQUIRED

below is some of the documentation that will be requested:

- Bank statements  
5 years for all accounts
- Social security award letters
- Pension verification
- Annuity information
- Life Insurance policy verification  
with face and cash value
- Burial information

**\* If a potential resident is married, then the spouse must provide the same information.**

**Thank you for your visit. We look forward to getting to know you!**

**Any financial questions must be directed to Syreeta Custus  
215-951-4257 or [scustus@newcourtland.org](mailto:scustus@newcourtland.org)**



# COMMON QUESTIONS

## **What is the procedure for moving a resident into NewCourtland Germantown Home?**

This marketing packet contains materials and a checklist that will be helpful in assisting your move into NewCourtland Germantown Home. Our staff is qualified to help you navigate through the process with as much ease as possible. Questions regarding costs, health insurance, Medicare and/or Medicaid issues will be answered by our knowledgeable administrative staff who are experts in the admission process. Rest assured that all of your questions will be answered and we will work with you to develop common sense solutions.

## **What is the NewCourtland Germantown Home visitation policy?**

We encourage visitors at NewCourtland Germantown Home and our suggested visiting hours are 11:00 am to 8:00 pm daily. Routinely scheduled visits are most beneficial for residents because they nurture trust, understanding, and a sense of connection.

## **Can we take our loved one out?**

Yes, you may take your loved one out during the day without notice. If the stay is going to result in being out overnight, then you must inform the nursing home 2-3 days in advance to ensure medicine is provided for the amount of the days requested. Any resident on skilled insurance service cannot go out on LOA overnight. And all LOAs must be approved by physician with an order.

## **Are there day-trips scheduled to travel outside the nursing home?**

Yes. We plan group outings so that residents can remain connected to each other and to the community-at-large. NewCourtland Germantown Home also has a Resident Council that meets once a month to discuss any upcoming events, present ideas for future events, and make sure other residents are aware of what is taking place in their home.

## **What kind of communication can I expect with NewCourtland Germantown Home once my father is a resident?**

At NewCourtland Germantown Home we are your partners in the care of your loved one. Staff is available 24 hours a day to answer all questions and concerns and will communicate with you regarding the care of your loved one. Please call NewCourtland Germantown Home anytime at 215-848-3306.

## **Will my dietary preferences be accommodated?**

Yes, our food is both delicious and nutritious. We accommodate the dietary preferences, restrictions, and concerns of all of our residents including low cholesterol diets, diabetes diets, low fat diets, and high blood pressure diets.

## **My mother is very religious. Are there religious or spiritual services available?**

There is a nondenominational, on-site chapel at NewCourtland Germantown Home as well as personal counseling services and support. If your loved one desires personal contact with a priest, minister, rabbi or other religious leader, visits can be arranged.

## **What size television can I bring in for my loved one?**

No bigger than 27 inches, and family must provide the television.

## **Will there be a phone in the room?**

A phone jack is available, family must provide phone.

## **Can I bring in food for my loved one?**

Yes, you may bring in food (we encourage it) as long as it is consistent with his/her diet. Any food brought in should be placed in a sealed container and has to be marked with the resident's name.

## **Am I able to decorate my loved one room?**

Yes, you may decorate, but any additional furniture must be approved by the maintenance director. All electronics must be approved by maintenance - no frayed cords, etc. You can bring in things that can enhance the rooms (pictures, nick-nacks, and small items). Please don't hang things on the walls using push pins; tape etc, without the Maintenance Department's approval.

## **Laundry Questions**

Family has the option of washing the laundry themselves, or you can have the nursing home wash it. For your convenience, we also have a laundry room located on the 2nd floor. If the nursing home washes the laundry, then the turnaround time after washing is typically 2-3 days.

# WELCOME TO OUR HOME!

Name:	Date: / /
Inquiry Type: <input type="checkbox"/> Phone <input type="checkbox"/> Fax <input type="checkbox"/> E-mail <input type="checkbox"/> Walk-in <input type="checkbox"/> Case Manager / Social Worker	

## REFERRAL DATA

How did you hear about NewCourtland Germantown Home?	
Who are you inquiring about?	Relationship to potential resident:
Is this person currently at home or in the hospital?	

## CONSUMER INFORMATION:

Name of Potential Resident:		<input type="checkbox"/> Female <input type="checkbox"/> Male
Street Address:	Apt. #	Date of Birth: / /
Phone:	<input type="checkbox"/> Home <input type="checkbox"/> Cell <input type="checkbox"/> Other	
E-Mail Address:		
Primary Care Physician:	Hospital Affiliation:	
Physician's Address:	Physician's Phone:	

## REFERRAL SOURCE CONTACT:

Name of Referral Source:		<input type="checkbox"/> Female <input type="checkbox"/> Male
Street Address:	Apt. #	
City, State, Zip Code:		
Phone:	<input type="checkbox"/> Home <input type="checkbox"/> Cell <input type="checkbox"/> Other	
E-Mail Address:		

Are you the person responsible for the potential resident? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If not, who is the responsible party?	
Name:	Relationship to potential resident:
Company or Organization	Phone:
POA <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Home <input type="checkbox"/> Cell <input type="checkbox"/> Other

Comments
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# Competence. Compassion. Caregiving.

## WELCOME TO GERMANTOWN HOME

### Dear Prospective Resident,

The Documentation Checklist is a list of the documents that all potential residents must supply as part of the application process. All or just some of these documents may apply to your particular case.

Please list all sources of income for both a spouse and the potential resident.

The MA 51 is to be completed by the primary physician for our potential resident. Any other documents from the primary would be greatly appreciated so that our medical team can better understand the potential resident's condition and properly address their needs.

You may e-mail or fax any of these documents (back and front) so that the admissions office can open a file. Once the documents are completed and approved, the next available bed will be offered for admission.

Please contact me with any questions you may have concerning the admission process.

### Regards,

Director of Admissions  
215-951-7606





## ADMISSION INFORMATION SHEET

- Resident photograph will be taken upon admission and included in resident's electronic medical record.
- Family is responsible for bringing in a phone. Local phone calls are free of charge.
- Family is responsible for bringing in a TV set (up to 27").
- All personal belongings must be inventoried and left at the main desk for labeling.
- All electric devices need to be inspected by Maintenance before going to a resident's room and the resident's name must be written on the electronics - main desk has sharpies for this purpose.
- No coffee makers, microwaves, refrigerators, irons or extension cords are permitted into the facility for residents' safety.
- Residents are encouraged to decorate their room. Please ask for assistance for any pictures that need to be hung on the walls (18" clearance from the ceiling is a fire safety requirement). Maintenance will be happy to help.
- Facility offers laundry services at no charge. If a family elects to do the laundry for the resident, a sign indicating that the family has elected to do the laundry will be placed in the resident's room. Family must provide a hamper for all soiled laundry if the facility is not doing the laundry.
- There is a laundry room located on the 2nd floor for resident's use.
- Smoking is permitted outside of the building where ashtrays are stationed during scheduled times (as staff must accompany all residents who smoke and provide a fire resistant apron).
- All food that is brought into the building for residents must be stored in a sealed plastic, reusable container. Please do not leave perishables items in the resident's room.
- Salon services are available and can be scheduled with our recreation department.



## ITEMS TO BE COMPLETED PRIOR TO ADMISSION

- Power of attorney / guardianship documents (if applicable)
- Medicaid authorization form
- Proof of identification (driver's license or other photo ID)
- Social security card
- Medicare card / medicare beneficiary ID number
- Any other supplemental cards
- Current year social security award letter with claim number
- Current year pension verification with claim number
- Current year CSA, VA, disability with claim number
- Bank accounts - checking, savings, CDs, money market, annuities, retirement accounts, safety deposit  
\*\*\* 5 Years of activity on all bank accounts\*\*\*
- Life insurance verification (must show face and cashvalue)
- Burial reserve (if applicable)
- Ownership of property (deed)
- MA 51 signed